

ABSTRACT OF THE DISCLOSURE

A trouble ticketing system, method, and computer program product for supporting multiple service providers, each of the service providers having end-users connected to a common high-speed network for broadband data transport services. A digital repository is populated with information regarding the service providers, the end-users and trouble ticket status information. A common interface is provided through which all of the service providers may concurrently generate trouble tickets and access ticket status information in the database. Trouble ticket status information is updated by the operator of the high-speed network to reflect a current status.